

Client Service

Individual Event Interactive Performance Event

Regulations

- *Refer to National Competitive Event Guidelines for description and procedures.*

Eligibility

- Each local chapter may enter one (1) member.
- Participants must not have competed in this event at a NLC.
- A member may enter only one individual or team event and one chapter event. Who's Who in FBLA does not count as an event.

Administration of Events

RLC	SLC
Order of performance is random. Schedules will be posted at RLC, not before.	Order of performance is random. Schedules will be posted at SLC, not before.
Presentations may not exceed 5 minutes.	Preliminary Round will be held. (all teams perform)
Ten minutes before the performance each participant will receive the scenario, along with TWO 4" x 6" note cards (which may be used during the presentation).	Ten minutes before the performance each participant will receive the scenario, along with TWO 4" x 6" note cards (which may be used during the presentation).
Individuals will be sequestered. Failure of participants to arrive in sequestered area by the time the first performance begins will result in disqualification.	Presentations may not exceed 5 minutes.
	The top 8 finalists will present to a team of judges in a final round.
	Individuals will be sequestered. Failure of participants to arrive in sequestered area by the time the first performance begins will result in disqualification.
	Performances are open to conference attendees, except performing participants.
Top THREE finishers advance to SLC competition.	Top THREE finishers will advance to NLC competition.

Interactive Performance Event

- Ten (10) minutes before the performance, each participant will receive the scenario.
- The individual has five (5) minutes to interact with a panel of judges to demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation and refer to the case for specifics.
- A timekeeper will stand at four (4) minutes and again at five (5) minutes.

Judging

- The rating sheet(s) the judges will use are found in the Wisconsin Competitive Event Guidelines.
- All decisions of the judges are final.



FBLA CLIENT SERVICE Performance Rating Sheet

☐ Regional Level

☐ Preliminary Round

☐ Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Content					
Scenario is understood and well-defined	0	1–5	6–10	11–15	
Participant's position is clearly stated	0	1–5	6–10	11–15	
Effective solution is offered	0	1–5	6–10	11–15	
Delivery					
Statements are well organized and clearly stated	0	1–5	6–10	11–15	
Participant displays empathy/diplomacy when responding to situation	0	1-2	3-4	5	
Demonstrates self-confidence, poise, and good voice projection	0	1–3	4–7	8–10	
Demonstrates the ability to ask and answer questions effectively	0	1–5	6–10	11–15	
Participant actively interacts with judges	0	1–3	4–7	8–10	
Subtotal					/100 max.
Penalty Deduct five (5) points for failure to follow guidelines.					
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Final Score					/100 max.

Name(s): _____

School: _____ State: _____

Judge's
Signature: _____ Date: _____

Judge's
Comments: